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Total Environmental Solutions, Inc.

P. O. BOX 14059
BATON ROUGE, LOUISIANA 70898 - 4059
1824 RYDER DRIVE 70808
TELEPHONE 800-372-9712 / 225-766-4477 FAX 225-766-4470
www.totalenvironmentalsolutions.com

October 12, 2012

South Carolina Public Service Commission
Docketing Department
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Customer Service Office-Foxwood Hills, Oconee County

To Whom It May Concern:

Total Environmental Solutions, Inc. (TESI) requests a waiver of the South Carolina Rule Sub-Article 2 **103-510/710: Location of Records and Reports**, along with any other Rule or Sub-Article which may apply. Currently TESI has 596 water customers and 587 sewer customers in Foxwood Hills that would be affected by the proposed change.

Presently a small amount of customer service duties are being performed in South Carolina by one person and supported by the staff in TESI's main office. TESI would like to move those few duties to the main office and eliminate **only** customer service at TESI's Foxwood Hills location. A local operational hub would remain with service techs to perform maintenance, connects, taps and the occasional disconnect.

In order to serve its South Carolina customers better, TESI will post information as per South Carolina Rule Sub-Article 2 **103-530/730** and **103-539/739** on its website for ready access. Additionally, service orders will be kept at the operational office in Foxwood Hills, as well as tariff information.

TESI's main office will co-ordinate with the operational office in Foxwood Hills monthly to review accounts that are delinquent and may need to be disconnected. Customer Service will work to ensure that customers are not disconnected in error, that all customers have ample opportunity to pay before disconnection and/or have the opportunity to make payment arrangements.

TESI offers several ways for its customers to pay. They are: debit/credit card payments via its website (www.totalenvironmentalsolutions.com), by telephone to one of our customer service reps, or automatic draft. Payments can also be made by check or money order.

TESI intends to place a notice on its bill for the next three months and on its website announcing the change, explaining how our customers can make payments and giving them new telephone numbers, email addresses and post office boxes. TESI will help its customers in every way with this transition so that it will be a smooth one. However, since TESI already has trained customer service reps in its main office assisting calls from South Carolina on a daily basis, our customers should not notice much of a change.

TESI sincerely appreciates the South Carolina Public Service Commission for its consideration of our request. If further information is needed in this regard, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Melanie Mc Cartt", with a long horizontal flourish extending to the right.

Melanie C. Mc Cartt
Manager of Customer Relations

cc: William Schoening, CEO

NOTICE TO CUSTOMERS OF FOXWOOD HILLS

Beginning January 1, 2013, TESI will be consolidating its customer service department. That means customer service at the Foxwood Hills office at 2299 Doctor John's Road will permanently close. ***Drop boxes will also be removed.*** All payments, inquiries, service requests/issues should be directed to 1-800-372-9712, where you will be assisted by trained professional personnel 24/7. You may also visit TESI's website- ***totalenvironmentalsolutions.com*** to make payments, see notifications, download information/forms and contact the company via email. We appreciate your patience through this transition.